



Illinois Health Information Exchange
ILHIE Direct
Secure Messaging Solution

ILHIE Direct Secure Messaging Solution

How Secure Messaging Can Improve Patient Care
and Help You Achieve Stage 1 Meaningful Use

January 2012

What is Secure Messaging?

- **Secure Messaging** is an encrypted email service that protects sensitive health data sent between providers, in compliance The Health Insurance Portability and Accountability Act (HIPAA).
 - Secure alternative to regular email
 - Helps providers quickly achieve the clinical exchange requirement for Stage 1 Meaningful Use



ILHIE Direct Secure Messaging Solution

- **ILHIE Direct** is a secure messaging solution available to licensed Illinois health care providers at **no cost** through 2012.
 - Enables providers to send patient health information via the internet in a secure and encrypted format to other providers with an ILHIE Direct address.
 - Can securely exchange information such as patient notes, Continuity of Care Documents, referrals, and summary of care records, etc. that lead to a more efficient and complete coordination of care and improved patient outcomes.



How Do You Use ILHIE Direct?

- ILHIE Direct functions like regular email, but the messages are secure and can be accessed only by the intended recipient.
- An Electronic Health Records system (EHR) is **not** required to use ILHIE Direct. The only requirements are:
 - An Internet connection
 - A recent version of any standard web browser (i.e. Internet Explorer, Firefox, Chrome)
- Register for ILHIE Direct at <http://ilhiedirect.net>
- Log in to ILHIE Direct portal at <https://ilhiedirect.surescripts.net>



ILHIE Direct and Meaningful Use

- A simple ILHIE Direct test exchange with another licensed Illinois health care provider (or with the ILHIE) satisfies the clinical exchange requirement for Stage 1 Meaningful Use.
 - **Stage 1 Meaningful Use**
 - For Eligible Professionals – Core Measure 14
http://www.cms.gov/EHRIncentivePrograms/Downloads/14_Electronic_Exchange_of_Clinical_Information.pdf
 - For Eligible Hospitals – Core Measure 13
http://www.cms.gov/EHRIncentivePrograms/Downloads/13_Electronic_Exchange_of_Clinical_Information.pdf

Example Use Cases for ILHIE Direct

Examples of how you can use ILHIE Direct in your every day practice include:

Referral - A Primary Care Physician sends an email with a referral along with all necessary patient information and lab results to a surgeon.

Transition of Care - A family physician sends an email with a Treatment Summary of a patient to a long term care facility when the patient is admitted.

Response to a Request From Another Provider - A Cardiologist is seeing a patient and needs more detailed history than the patient can provide. In response to the request from the Cardiologist, the patient's physician can send the history via an email instead of a lengthy paper fax.



How to Register for ILHIE Direct

Visit the ILHIE Direct landing page at <http://ilhiedirect.net> and click on the “register for ILHIE Direct” link:

ILHIE Direct - Secure Messaging Solution

Achieve Stage 1 Meaningful Use at No Cost!

The Illinois Office of Health Information Technology is pleased to assist licensed Illinois health care providers in reaching Stage 1 Meaningful Use with **ILHIE Direct Secure Messaging** service at no cost starting December 2011 and throughout 2012.

Secure messaging protects sensitive health data sent between providers in compliance with industry regulations such as The Health Insurance Portability and Accountability Act (HIPAA). It allows providers to quickly achieve clinical exchange for Stage 1 Meaningful Use by sharing clinical data through secure and encrypted email capability.

ILHIE Direct Secure Messaging Solution enables providers to send patient health information via the internet in a secure and encrypted format to recipients with an ILHIE Direct address (a special e-mail address). It's simple, fast and offered at no cost through December 2012. It allows for the exchange of information such as notes, Continuity of Care Documents, referrals, and summary of care records that lead to a more efficient and complete coordination of care and improved patient outcomes.

The ILHIE was created by state statute in 2010 to encourage the adoption of health information technology to improve the safety and quality of health care. The development of the ILHIE is being funded through a federal grant program established to allow states to assist their health care providers and hospitals with the exchange of electronic health records.

Current ILHIE Direct Users: [Log In Here](#)

[Register for ILHIE Direct](#) (by registering for ILHIE Direct you are agreeing to [these terms and conditions](#))



Register for ILHIE Direct cont'd.

Fill out the information in this form and click “sign me up for a Direct address.” You will need your National Provider Identification (NPI) number to complete registration:

To **sign up for ILHIE Direct**, please fill out and submit this form. **Individual providers:** Please use Provider Name fields to identify yourself, and then fill in your **individual** NPI. **Organizational entities:** Please use the Organization field to identify your entity, the Provider Name fields to identify a contact person for the account, and then fill in your **organization's** NPI.

Organization Name:	<input type="text"/>		
Org. contact or			
Provider Name:	First: <input type="text"/>	Last: <input type="text"/>	
Provider NPI:	<input type="text"/>		
Address:	<input type="text"/>		
City:	<input type="text"/>	State: IL	Zip: <input type="text"/>
E-mail	<input type="text"/>		
Telephone:	<input type="text"/>		
<input type="button" value="sign me up for a Direct address!"/>			

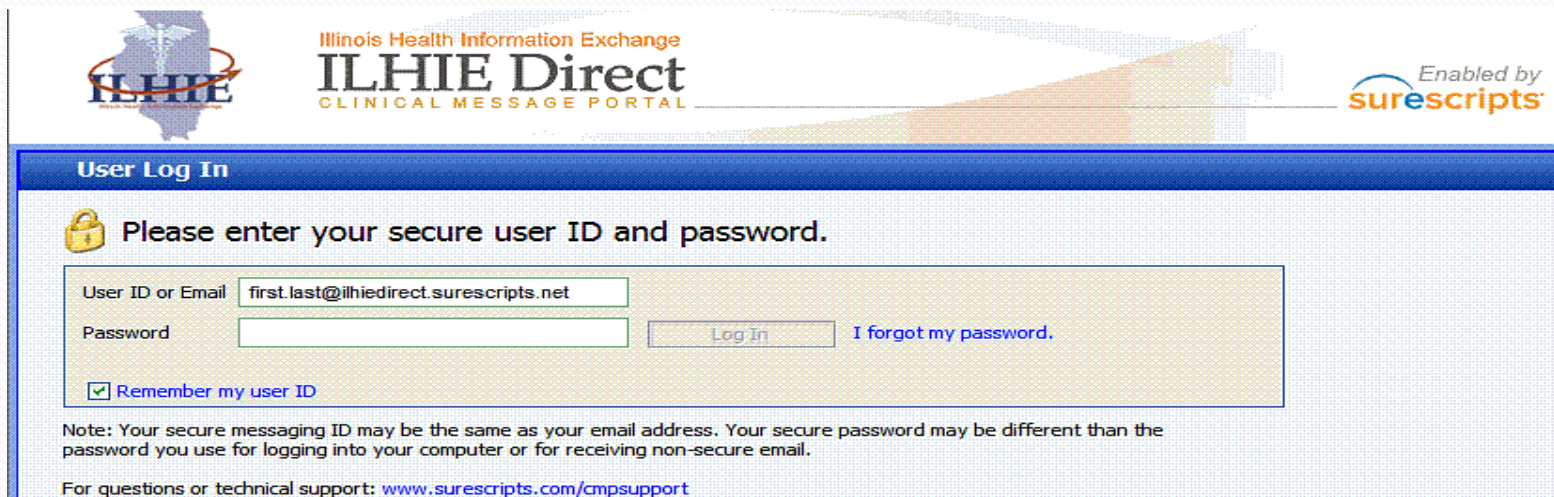


Complete ILHIE Direct Registration

- Once your information has been submitted, we will
 - 1) Verify your eligibility as a licensed Illinois provider using national and state databases;
 - 2) Email you a form to proof your identity, which you will need to complete and sign, have notarized, and sent back to ILHIE along with a photocopy of your government issued photo ID.
 - 3) Process your registration and send your address and log-in information to you (to the email address you used to register) within 2 business days of receiving the completed form.
- You are now ready to log in to the ILHIE Direct Portal and begin exchanging secure messages with other registered ILHIE Direct providers.

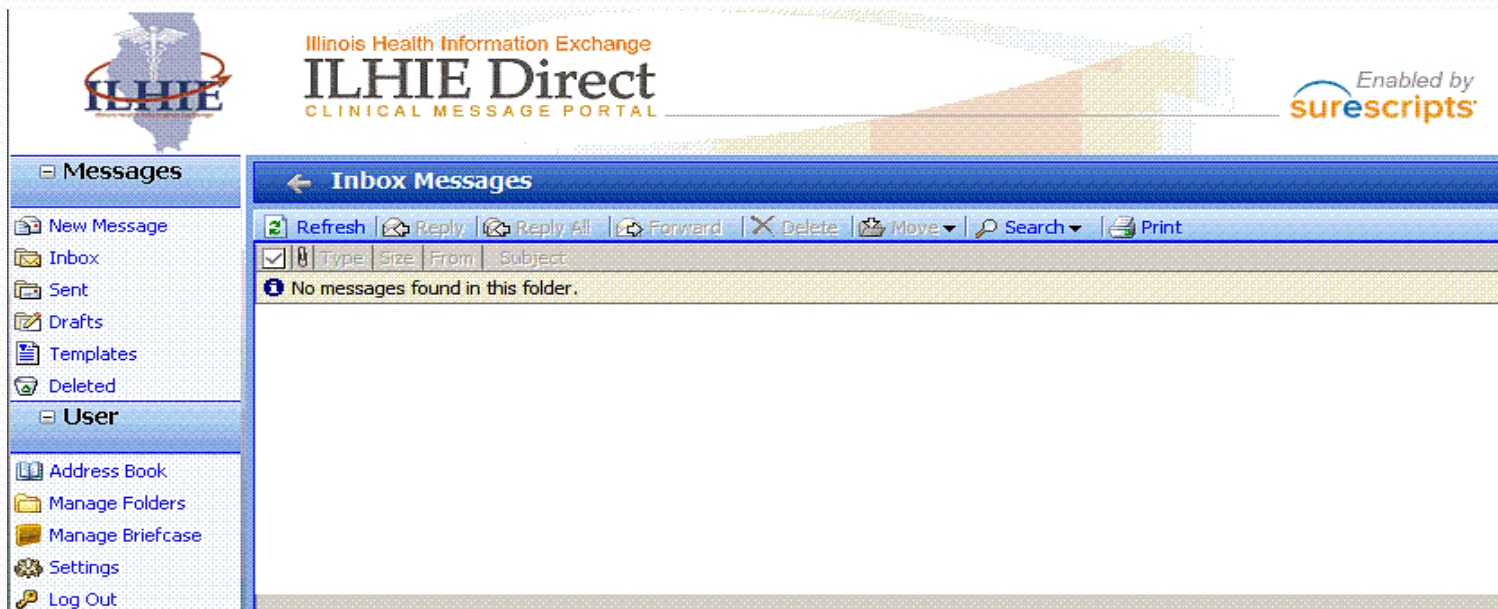
Using ILHIE Direct

To log on to your ILHIE Direct account, visit <https://ilhiedirect.surescripts.net> and fill in your ILHIE Direct address and password. The password issued to you will be temporary, and you will be prompted to change it the first time you log in:

A screenshot of the ILHIE Direct login page. At the top, there is a header with the ILHIE logo on the left, the text "Illinois Health Information Exchange" and "ILHIE Direct CLINICAL MESSAGE PORTAL" in the center, and the "Enabled by surescripts" logo on the right. Below the header is a blue bar with the text "User Log In". The main content area has a light blue background. It starts with a yellow padlock icon and the text "Please enter your secure user ID and password." Below this is a form with two input fields: "User ID or Email" containing the text "first.last@ilhiedirect.surescripts.net" and "Password" which is empty. To the right of the password field is a "Log In" button and a link that says "I forgot my password." Below the form is a checkbox labeled "Remember my user ID" which is checked. At the bottom, there is a note: "Note: Your secure messaging ID may be the same as your email address. Your secure password may be different than the password you use for logging into your computer or for receiving non-secure email." and a link for support: "For questions or technical support: [www.surescripts.com/cmppsupport](\"http://www.surescripts.com/cmppsupport\")".

Using ILHIE Direct cont'd.

ILHIE Direct looks and functions the exact same way as regular email. For instructions and support you may visit <http://www.surescripts.com/cmppsupport>.





Advantages of ILHIE Direct vs. Regular Email

- The advantages of using ILHIE Direct instead of regular email to exchange messages between providers include:
 - ILHIE Direct will satisfy the clinical exchange requirement of Stage 1 Meaningful Use (Core Measure 14 for EPs / Core Measure 13 for EHs).
 - ILHIE Direct is secure and encrypted, and regular email is not.
 - ILHIE Direct allows you to send and receive messages of up to 125 megabytes in size, and regular email typically allows messages no larger than 10 megabytes.

Frequently Asked Questions (FAQs)

- **How do I know if my ILHIE Direct message was received and read?**

To view tracking information for a message, double-click the message itself. A “track” tab will show when the message was created, sent, and viewed, deleted or moved.

- **Is ILHIE Direct part of the larger Illinois Health Information Exchange (ILHIE)**

Yes, but registering for ILHIE Direct does not obligate or entitle you to any future ILHIE services.

FAQs con't.

- **How does ILHIE Direct support the federal government's standards for health information exchange?**

ILHIE Direct is using the Office of the National Coordinator (ONC) Direct Project standard protocols to make health information exchange possible. ILHIE Direct will support all federal and state policies and standards for health information exchange, including privacy and security standards such as HIPAA and state law.

FAQs con't.

- **How do I find partners to exchange ILHIE Direct messages with?**

In order to use ILHIE Direct to communicate with other providers, you will need to educate your most frequent communication partners about this free service. Once they register for an ILHIE Direct address you can begin to exchange personal health information safely and securely.

Direct them to www.ILHIEdirect.net to register. Signing up takes just minutes, and users receive their ILHIE Direct addresses within two business days of registration.

- For additional FAQs visit:
<http://www2.illinois.gov/gov/HIE/Pages/ILHIEDirectFAQ.aspx>



For Questions and More Information

For questions and more information about ILHIE Direct, please contact Cory Verblen, Communications Manager for the Illinois Health Information Exchange:

cory.verblen@illinois.gov

312-793-0430

Additional Resources

- Illinois Health Information Exchange website
<http://hie.illinois.gov>
- Illinois Department of Healthcare and Family Services EHR Incentives website
<http://www.hfs.illinois.gov/ehr/>
- Illinois Health IT Regional Extension Centers
<http://www.ilhitrec.org/> (for providers statewide)
<http://www.chitrec.org/> (for providers in Chicago)
- Office of the National Coordinator for Health IT
<http://healthit.hhs.gov/> and <http://www.healthit.gov/>